



SUSTAINABILITY REPORT

2024

Hotel
TUI BLUE SUITE PRINCESS

Presentation of the Report

Princess Hotels & Resorts is a family-oriented hotel company. Located in top tourist destinations, we work following a sustainable management model that has a positive impact on the different areas of work we cover.

In the tourism sector and especially in the Canary Islands, due to the isolation that insularity entails, sustainability is essential so as not to compromise the development of future generations. That is why we strive to improve and work with 2 sustainability certifications, Travelife and Ecostars.

The objective of this document is to clearly offer the hotel's sustainability information for the year 2024, as well as to set the future goals we want to achieve.

Consequently, we publish this Sustainability Report on the company's website, so that it is generally known.

The different sections of this report will show the actions that have been carried out in the hotel, expressing the results in the most graphic way possible.

We invite all our stakeholders, including our guests, staff and the local community, to provide us with your feedback on our sustainability work and working with us to achieve even better results and continuing the positive trend.

We sincerely believe that our effort in the different areas of sustainability (economic, environmental and social), is the way forward in the Canary Islands tourism sector.

Mission

We are a holiday hotel located in front of the sea, with avant-garde architecture and an innovative style. We like to get to know people to offer unique experiences, achieving profitability for our shareholders and the sustainability of our activity. With a clear vocation for service, people always come first.

Vision

To be the leading 4* hotel in the sector, which seeks excellence in service and long-lasting and quality relationships with our customers and workers.

Values

1. **Innovation, customer orientation and a spirit of improvement.** It is our philosophy, to seek excellence and differentiate ourselves, so that our customers come back.
2. **Sustainability** Respect for the environment and people. In continuous search for the minimization of our environmental impact in a sustainable way.
3. **Social Responsibility** Committed to our immediate environment, the community and society in general.
4. **Integrity** Carry out responsible management based on honesty, trust and fairness as fundamental values.

Princess 360°

It is a Corporate Social Responsibility project that involves sharing our values with those with whom they live experiences with Princess Hotels & Resorts. Of course with our customers, but also with those who are part of the human team of our hotels, without forgetting the different suppliers, whom we consider part of this team and of course the social environment in which we are located. We seek to make a positive contribution to our environment, listening to improve, and actively participating to change.



The Princess 360° "virtuous circle" represents the 4 pillars of our program: the environment, social commitment, customers and the employee as an internal customer.



We are witnessing the progressive implementation of the Sustainable Development Goals (SDGs) in our Princess 360° Program.

Princess Engagements

90° Environment

- Water use
- Waste management
- Energy saving
- Natural areas
- Reduction of CO2 emissions (greenhouse gas contribution)
- Sustainability certification

180° Social

- Social/cultural action
- Child protection

270° Our customers

- Customer Awareness and Satisfaction

360° Our employees, suppliers and collaborators

- External collaborators
- Team
- Health and safety

90°

Environment

Water use

In Gran Canaria, water is a precious commodity. The island is bathed by the trade winds that discharge moisture from the sea in the form of rain. These rains usually stay in the northern area, leaving a drier climate in the southern part of the island.

Efficient measures applied in the hotel to save water:

- Dual flush buttons on toilets.
- Waterless urinals in common areas
- Single-lever taps that facilitate flow regulation.
- Efficient showers and sinks with atomizers.
- Preventive maintenance of the facilities to prevent leaks and ensure their proper operation.
- Native plants with reduced water consumption.

Directions to our guests

- Change of towels only if they are on the floor.
- Change of sheets on request.
- Good consumption practices.

Awareness and training of our team:

- Our staff receives training focused on minimizing water consumption.
- Code of Good Practice adapted to each department.

Drinking water consumption of the Hotel in L/Stay:



Water consumption has increased slightly in 2024. Although water consumption is low for an all-inclusive holiday hotel, targets will be set for its reduction in the coming years.

Energy use

Energy consumption leads to the release of CO₂ into the atmosphere, thus contributing to climate change.

That is why we apply measures to reduce them in the Hotel:

- Replacement of the luminaire with LED and low consumption.
- We acquire efficient equipment to ensure the greatest comfort for our customers with rational energy consumption.
- Automatic air conditioning switch-off devices if customers open balcony doors.
- Cold opening taps for saving hot water.
- Creation of an R+D department that works on the development of controls to improve energy efficiency (temperature control, ignition schedules, etc.).
- Automatic Hotel Facility Control Robot

Directions to our guests:

- Indications of good consumption practices.

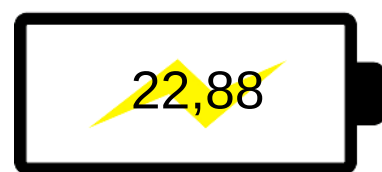
Awareness and training of our team:

- Our staff receives training focused on minimizing energy expenditure.
- Code of Good Practice.

Hotel energy consumption in kWh/stay (counting all energy sources):



2023



2024

Energy consumption per stay was reduced thanks to efficiency measures adopted in 2024. We will continue to work to improve the ratio.

Waste management

Proper waste management is essential in an island system such as Gran Canaria.

At the Hotel we apply numerous measures to improve its efficiency. We always abide by the rule of the 3 R's. Reducing is the best way not to generate waste.



- Purchase of bulk and large-format products to reduce packaging waste.
- Reduction of the consumption of hazardous chemicals through the use of certified ecological products.
- Reduction of plastic bags by removing them from the bins of rooms and common areas.
- Use of consumable products made of biodegradable materials.



- Reuse of dosing bottles for cleaning products.
- Use of reusable cups in pool areas.
- Refillable gel dispensers in bathrooms and showers.
- We opt for suppliers that make use of reusable containers.



- Facilities for the separation of waste for subsequent management and recycling.
- Regulations for the treatment of any dangerous or special product.
- We have hired a hazardous waste manager authorised by the government of the Canary Islands.

Directions to our guests:

- Recycling bins in common areas.



- Information on good practices in the directory and at the hotel reception.

Awareness and training of our team:

- Our staff receives training focused on reduction, reuse and recycling.
- Code of Good Practice.

Carbon footprint

The activities of the hotel sector generate gas emissions into the atmosphere, causing the greenhouse effect and climate change.

At Princess we want to reduce the impact we generate on the environment by reducing this footprint in our hotels, which is why we have started to calculate our carbon footprint.

What do we measure?

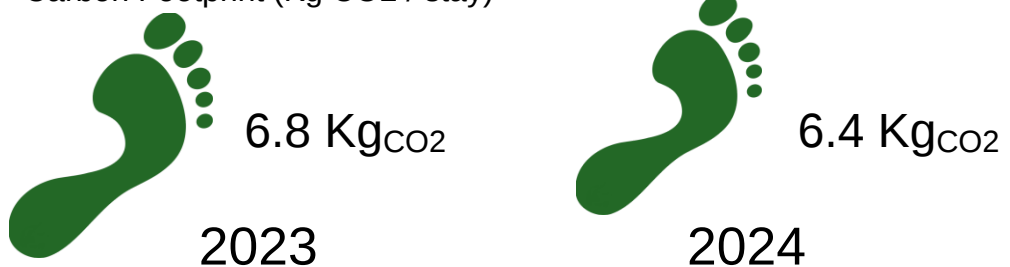
Direct emissions due to 2 factors; the combustion of fossil fuels in the hotel and the consumption of refrigerant gases.

Indirect emissions due to the hotel's electricity consumption. The island's electricity production is not 100% renewable, so it emits greenhouse gases.

Measures in the hotel to reduce emissions:

- Use of less polluting systems.
- Use of more efficient machinery and equipment.
- Preventive maintenance of equipment, improving its efficiency and prolonging its life, thus avoiding the manufacture of new materials.
- Switching from refrigerant equipment gases to others with a lower global warming potential (GWP).
- It is committed to renewable energies, such as solar thermal.
- Code of good practice.
- Operational control over consumption to reduce.
- Commitment to reducing emissions.

Carbon Footprint (Kg CO₂ / stay)



The reduction in electricity and gas consumption has reduced our Scope 1 and 2 Carbon footprint by 2024. Targets will be set to further reduce this footprint.

Natural areas

The protection of natural areas with high ecological or landscape value is essential for their conservation.

At Princess we believe that the protection of these spaces and their biodiversity is essential for the tourism sector, since the good condition of the tourist chooses the Canary Islands as a destination.

The promotion of these spaces to tourists as well as the measures for their correct conservation is vital, as well as a differentiating element.

The Suite Princess hotel (red circle) has 4 nearby Natura 2000 sites:



Natura 2000 is a European ecological network of biodiversity conservation areas.

Its purpose is to ensure the long-term survival of species and habitat types in Europe, helping to halt the loss of biodiversity. It is the main instrument for nature conservation in the European Union.

The natura 2000 areas near the hotel are:

- Mogán Marine Strip: Its declaration is due to the presence of natural habitats of interest and the species of community

interest *Caretta caretta* (loggerhead turtle) and *Tursiops truncatus* (bottlenose dolphin).

- Taurus Massif and Taurus Massif II: This monument is a voluminous structure, on the summits of a larger massif, formed by piles of lava flows from the first volcanic cycle. The floristic community of the area is made up of two well-defined plant formations, cardonal-tabaibal in the lower areas and *Pinus canariensis* pine forest in the high areas joined by shrubs. Above the 400 m.a.s.l. level there are isolated specimens of junipers, a species that indicates the existence of a transition zone between the cardonal-tabaibal and the pine forest. The area is home to endemic species of interest such as *Teline rosmarinifolia*. In addition, the area is home to one of the few existing populations in Gran Canaria of *Globularia salicina*. The area was declared a SPA due to the presence, along with the Great Spotted Woodpecker, of the blue finch (*Fringilla teydea polatzeki*), but a census carried out in 1991 resulted in the absence of the latter species in the area, possibly due to its decline.
- El nubo: Area that borders the sea, where knives and ravines made up of ancient geological materials (basaltic flows) alternate. Space with a high-very high quality for conservation, due to the presence of an excellent representation of *Euphorbia 14alsamiferous* tabaibales and *Euphorbia canariensis* cardonales, and the high landscape value derived from the unique geomorphological composition.



180°

Society

Social/cultural action

The Suite Princess hotel seeks to contribute to the well-being of the different local communities in which we operate by generating development opportunities and supporting social projects.

How do we get involved, support, and preserve the local community's economy and culture?

Working side by side with companies committed to society, such as Ilunion which employs people with disabilities.



Prioritizing local suppliers and products, thus improving the local economy.



We treat all waste responsibly. In the case of the Suite Princess Hotel, we manage them with the Ataretaco Foundation, which works for the employment of people at risk of exclusion.



Promoting training in alternation with local employment.



Child protection

Princess Hotels & Resorts is against any type of child exploitation. That is why we subscribe to the following criteria:

- We have a child protection policy.



POLITICA DE PROTECCIÓN DE LA INFANCIA

En Princess Hotels & Resorts estamos plenamente comprometidos a apoyar los derechos de los niños según lo declarado por UNICEF, y en particular los siguientes puntos:

- We train the staff on this problem.
- We provide information to clients through informative material.
- We adopt preventive measures to prevent the development or dissemination of tourist programs that promote or encourage sexual contact with minors.



El comercio sexual
con personas menores de 18 años
es un CRIMEN

270°

Our customers



Clients

At Princess Hotels & Resorts, customer satisfaction comes first, as this is the basis for our success. That is why we seek above all to make your stay in the hotel as pleasant as possible. It is our team that establishes close contact with the customer, always serving them with a smile and anticipating their needs.

At Princess we work for and for the well-being of the Client:

- We take care of even the smallest detail, providing a personalized, warm and respectful treatment. We try to make the customer feel at home.
- Healthy and healthy menus: Gastronomy is a basic pillar, we offer a variety of products suitable for all kinds of needs, with vegetarian, gluten-free and lactose-free options.
- We give priority to local produce, always prioritising Canarian producers.



- Weekly there are theme nights where the gastronomic richness of customers is promoted with dishes from different cultures. In addition, one day a week the Canarian gastronomic culture is promoted with traditional food from the islands.
- Princess Hotels & Resorts offers its guests a complete programme of activities with fitness classes, stretching, water exercises, etc. for all audiences.

AWARENESS

From the moment they arrive at the hotel, we make the client aware of sustainability during their stay. Information is available at the hotel reception and in the rooms.

360°

Our employees, suppliers and
collaborators

External collaborators

We work daily to raise awareness among all the parties involved in our hotel and to get them involved in sustainable management. We invite all our external collaborators to participate in a more sustainable management.

Suppliers:

Following our supplier policy, our purchasing department is always committed to those companies that comply in terms of respect for people, safety and the environment (sustainability).

Sustainable Procurement:

- Priority to local products (made in the Canary Islands).
- Use of cleaning chemicals with EU ECOLABEL certificate.
- Failure to use cleaning chemicals with hazard phrases H350 and H351 "may cause cancer".
- Cardboard containers instead of plastic.

Hire:

We choose those companies that comply with the commitments required by our group. We always coordinate with these companies to ensure that they comply with current legislation and that the health and safety of their workers are prioritised.

Team

The Princess Hotels & Resorts team is our main asset, which is why we prioritize their well-being while respecting their fundamental rights.

- Legal: We comply with current labor legislation.
- Treatment: To guarantee dignified and fair treatment, respectful of different cultural sensitivities. That does not allow discrimination, excluding any type of abuse or harassment and establishing the necessary conditions of safety and health in the workplace.
- Human rights: We are committed to protecting and respecting human rights, including the protection of minorities and vulnerable groups.
- Employment: Have recruitment and selection procedures that guarantee equal opportunities.
- Development: To promote the professional fulfilment of employees, within a framework of personal fulfilment.
- Compensation: Adapt the remuneration policy and social benefits to the economic and social framework, the level of responsibility assigned to each position, performance and the achievement of objectives; in an equitable way.
- Labour relations: Recognise the right of association and trade union membership and establish a relationship of dialogue and cooperation with the unions and their representatives, without this being able to undermine the very existence of the Company.
- Information: Measures on safety, quality and sustainability in various documents displayed in the personnel areas.
- Training: To promote personal development and help continuous improvement, various training courses are carried out at all levels to keep our staff up to date in terms of sustainability, prevention, safety, etc.

Health and safety

The Canary Islands are characterised by being a safe destination and the success of the islands as a tourist destination depends on it. At Princess Hotels & Resorts we work every day to do our bit.

- We continuously evaluate our health and safety policies.
- Carrying out evaluations to improve the work of our team (ergonomic evaluations, industrial hygiene, etc.).
- The machinery is maintained preventively to ensure its proper functioning. In this way, accidents and emergencies are reduced and prevented.
- Evacuation drills for various causes such as fire or bomb.
- We have a Food Hygiene Control System (HACCP) implemented and audited at the different points of sale, with the aim of protecting our customers.
- Dealing with customers means that we have customer data to provide them with the service. That is why we comply with the legal requirements set by the LOPD (Organic Law 3/2018) on data protection.

Objectives

The spirit of improvement is marked in our values. To achieve this continuous improvement, we set goals every period and evaluate their fulfillment.

2026 Goal

Reducing greenhouse gas emissions from energy by 5%

Stop heating water with fossil fuels.

Automate buffet lighting.

Carry out a photovoltaic installation.

Carry out continuous training.

Reduce greenhouse gas emissions from refrigerants and waste by 5%

Predictive maintenance of refrigerant equipment

Improve segregation of organic waste.

Improving biodiversity in the hotel environment

Install a hotel for insects.

Flower garden to feed the bees.

Reduction of water consumption (L/room) by 3%.

Elimination of irrigation areas.

Improvement of water management and control.

Reduced shower and faucet flow rates without loss of comfort

Awareness and implementation of good practices.

Maintain and promote collaborations

Internship program with local schools.

Conferences, seminars and training for vulnerable groups.

Realization of Princess Day.

Reduction of single-use plastic

Eliminate plastic amenities. Search for alternatives in single-use plastics that are still present in the buffet.

Sustainability certification

Since 2015, Princess Hotels and Resorts has been certified with the international certification program TRAVELIFE, specialized in sustainability management in the tourism industry, which guarantees responsible management and compliance with all sustainability commitments.



The TRAVELIFE program has 163 requirements based on 13 categories that encompass the following topics:

- Best practices in Organizational Policies
- Relations and Working Conditions
- Environment
- Compliance with legislation
- Local development
- Commitment to communities and customers

